

FDNY Business

Online Services FAQs

Online Services FAQs	1
Browser Settings	6
What browsers/versions can I use for FDNY Business?.....	6
When navigating through the system’s pages, can I use the browser’s back button?	6
Can I access this application on my smartphone?.....	7
I cannot log in, what should I do?.....	7
Account Registration and PIN.....	7
Why do I need to register an account to submit online requests?	7
How can I register?	8
I never received the welcome / validation e-mail. How can I log in without verifying my email?	9
Login, Password, Security and Account Management Questions	9
How can I log in?.....	9
How can I change my password?.....	9
What are the requirements for entering a User Name?	10
What are the requirements for entering a Password?.....	10

I forgot my user name. Can I login?.....	10
I forgot my user name. How can I retrieve it?	10
I forgot my password. How can I retrieve it?	10
I forgot both my password and the answer to my security question. How can I retrieve them?.....	11
I forgot both my username / e-mail address. How do I login?	11
How do I update my Profile Information?	11
If I have an NYC Business Express account, do I still need to register an account to submit online requests?	11
Applications Filed Prior to launch of FDNY Business	12
Can I still submit printed plan review requests?	12
How will applications submitted prior to 10/15/2019 be handled?	12
How can my legacy information be added to FDNY Business?	12
Data Fields and Records Questions	13
How do I know which fields are required?.....	13
How do I know which fields are not applicable?	13
How do I get help on a field?	13
What is a record number?	13
Which record tracking number indicates a Temporary record?	14
Which record tracking number indicates an Application Plan record?	14
Working with Applications on FDNY Business.....	14
How can I search for my Application/Record?	14
How can I view my Application/Record details?	14
How can I view my Application/Record attachments?.....	15

How can I save my application and return to it later?	15
What is a Temporary Record?	15
How do I enter Contact Information?.....	16
What Contact Information is needed when applying as a Business?.....	16
What Contact Information is needed when applying as an Individual?.....	17
What Contact Information is needed when applying as City Agency?.....	17
What file types and sizes can be uploaded?.....	17
Do I need to submit hard copies of supporting documents?	18
Can I check the status of my Application/Record?	18
Accessing Other Records in FDNY Business.....	18
How can I access records in FDNY Business which do not appear under my account?	18
What is a PIN?.....	18
How can I obtain a PIN?.....	19
What is a legacy record?.....	19
How do I link my account to my FDNY legacy records?	20
Why did I receive a PIN letter?	21
I have an Application/Record outstanding in FDNY Business. How can I access my Application/Record on the new system?	21
How do I use the PIN I received to link to my existing Application/Record?	21
I lost my PIN letter.	22
What is the difference between using a PIN and using an FPIMS Account?.....	22
Granting Access to Your Records to Others	22
How can I provide access to my applications to a designated user such as a Licensed Professional or Filing Representative?	22

What online services are available <i>with</i> a PIN?	23
As a Building Owner can I see the applications submitted for all the buildings I manage?	23
Submitting Applications	23
Can I submit multiple applications at once?	23
What options are there to complete the Comprehensive Fire Safety and Emergency Action Plan (FSEAP) and the Fire Safety and Evacuation Plans (FSP) online?	24
Can I use PDF Intake to submit Fire Protection Plans and High Rise Residential (Non-Sequential Floor Numbering) BIC?	24
Why am I getting an error with PDF Intake that the form cannot be read?	24
Where can I find instructions on how to use PDF Intake?	24
Download instructions for PDF Intake using the “Download Instructions” link after selecting PDF Intake on FDNY Business	24
If I want to follow the status of an application online, what information will be available?	24
Supporting Documents and Output Documents	26
What is the difference between supporting documents and system generated output documents?	26
How can I access/print the system generated output documents?	26
Submitting Amendments	27
What is an Amendment?	27
When should I file an Amendment vs. filing a Plan?	27
Do I have to upload all supporting documents again for legacy application Amendment?	28
Payments	28
How do I make the payment?	28
Is there a fee to pay by credit card?	29
How do I know if my payment has been processed?	29
How will I know if my fee-exempt claim is approved / rejected?	29

Payment or Technical Issues..... 30
I received an error message. What should I do? 30

IMPORTANT INFORMATION

This guide is made available by the Fire Department City of New York (“FDNY”) as a courtesy to the public. It does not represent all the filing requirements for any given FDNY application. Though every effort is made to continuously update this guide, it in no way supersedes, or otherwise substitutes for the legal or procedural requirements of the New York City Fire Code, Building Code, Zoning Resolution or any other applicable rules, regulations or policies.

IMPORTANT UPDATE:

FDNY Business must now be used to file all Emergency Planning and Preparedness applications including the Comprehensive Fire Safety and Emergency Action Plan, Fire Protection Plan, Fire Safety and Evacuation Plan, and the High-Rise Residential (Non-Sequential Floor Numbering) BIC online.

Please browse to <https://www1.nyc.gov/site/fdny/business/support/fdny-business.page> for the latest information, instruction and details regarding this transition.

Browser Settings

What browsers/versions can I use for FDNY Business?

- Internet Explorer, version 11 (recommended)
- Mozilla
- Safari
- Chrome

When navigating through the system's pages, can I use the browser's back button?

Please do not use the browser's "back" button. There are navigation links available within the application at the top of the page that you can use to navigate back to a previous section. If you need to edit something previously entered, you will have an opportunity in the "Review" step, before you submit.

Can I open multiple browser tabs of the application?

It is **not** recommended and could cause problems with your application. You should only have one browser open while in the application.

Can I access this application on my smartphone?

At this time, FDNY Business is not compatible with mobile devices or smartphones.

I cannot log in, what should I do?

Clear your Browser's temporary files, cookies, and history. Close the Browser completely, and open a new browser session then try to log in again.

What happens to my work if I was filling out my application and the system timed out?

Be sure to use the system's "Save and Resume Later" feature regularly during your application to save your work. "Save and Resume Later" button allows you to resume your application if you will be away from your computer, or if the system will be inactive for 30 minutes or more. The system is set to time out after 30 minutes of inactivity. The system does not automatically save your work before timing out, so you will lose any information that you have not saved.

If your application times out, you must log in to the system again to continue your application.

Account Registration and PIN

Why do I need to register an account to submit online requests?

Businesses that register an account to use FDNY Business can manage their applications, reviews, amendments and payments for the following plan types:

Emergency Planning and Preparedness

- Comprehensive Fire Safety and Emergency Action Plan
- Fire Protection Plan
- Fire Safety and Evacuation Plan
- High-Rise Residential (Non-Sequential Floors) BIC

Consumers who have an account can:

- File a plan or amendment for the application types listed above
- Upload documents to support the plan
- Make payment online (Via CityPay)
- Follow the status of the Application
- View all FDNY Correspondence for the particular Plan Type online
- Respond to deficiencies online
- Receive final acceptance for Emergency Preparedness Plan applications

View all PDF forms (Applicable to the plans submitted to Emergency Planning and Preparedness Group)

How can I register?

To create an account FDNY Business, you will need to register through [NYC.ID](#).

- On the [FDNY Business](#), home screen, click the [Register for an Account](#) link near the upper right-hand corner of the screen. You will be taken to the NYC registration page.
- On the registration page, enter your information into all required fields. You **must use your email address as your login ID** to use FDNY Business.
- Click the icon with a question mark for help with a field. When you are done, click the **Create Account** button.
- Record your User Name (your email address) and Password, as they are required to log in to the system.
- Be sure to remember your answer to the security question, as it will be needed to recover a forgotten password.

- You will receive an email confirmation with a link to activate your account and confirm your email address.
- When you receive the confirmation email, click the authentication link in the message, and then click **Continue** on NYC.ID.
- Enter your Email Address and Password and click **LOG IN**. You will be redirected to FDNY Business.

Note: After your first login to FDNY Business, you will be redirected to the Account Management page to complete your profile. You can click the **Update Now** link on top of the page to complete your profile information.

I never received the welcome / validation e-mail. How can I log in without verifying my email?

- The Welcome Validation Email is used to verify that you provided a valid email address. Check your spam or junk folder for this e-mail.
 - If you did not receive a validation email, call 311 (212-NEW-YORK outside NYC) and mention that you applied online for a NYC.ID account. You will be referred to a department that can assist.
-

Login, Password, Security and Account Management Questions

How can I log in?

- You can access your application on the [NYC Business](#) under Licenses and Permits by searching for the desired Emergency Planning and Preparedness application type.
 - To access directly, browse to [FDNY Business](#). On the home screen, enter your user name (must be your validated email address) and password, and click the **Login** button.
-

How can I change my password?

- On the welcome screen, click the Login link near the upper-right hand corner of the screen.
- On the NYC.ID screen, click the **Forgot Password** link at the bottom of the page.
- Enter your email address and click **SUBMIT**

- Provide the answer to your security question and click **CONTINUE** button.
 - Enter the New Password twice and click **SAVE PASSWORD**
 - Your new password will be saved.
-

What are the requirements for entering a User Name?

Username **must be an email address**. Your e-mail address cannot contain the following domains: nyc.gov, npdy.org, queensda.org, specnarc.org, brooklynda.org, dfa.state.ny.us, trs.nyc.us, nycers.org, nyccfb.info, ibo.nyc.ny.us, queenscountypa.com, statenislandusa.com

What are the requirements for entering a Password?

- Password must be at least eight characters and must contain at least one letter (a to z or A to Z)
 - Passwords must contain at least one number or special character
 - Passwords cannot contain spaces, the word “password”, your first or last name, or your email address.
-

I forgot my user name. Can I login?

No, you need to provide your username, which must be your email address to use FDNY Business

I forgot my user name. How can I retrieve it?

Since your username is your email address, you should be able to verify which email you have used by searching your inbox for an email confirmation from NYC.ID

I forgot my password. How can I retrieve it?

- On the welcome screen, click the **Login** link near the upper right-hand corner of the screen.
- On the NYC.ID screen, click the **Forgot Password** link at the bottom of the page.
- Enter your email address and click **SUBMIT**

- Provide the answer to your security question and click the **CONTINUE** button.
 - Enter the New Password twice and click SAVE PASSWORD
 - Your new password is now saved.
-

I forgot both my password and the answer to my security question. How can I retrieve them?

Call 311 (212-NEW-YORK outside NYC) and mention that you are trying to log in to NYC.ID and forgot both your password and security question. You will be referred to a department that can help.

I forgot both my username / e-mail address. How do I login?

Call 311 (212-NEW-YORK outside NYC) and mention that you are trying to log in to NYC.ID and forgot both your username / e-mail address. You will be referred to a department that can help.

How do I update my Profile Information?

- On the welcome page, click the **Account Management** link near the upper right-hand corner of the page.
 - On the Manage Your Account page, on the Contact Information banner, click the **Actions** button.
 - Select **View/Edit**.
 - Edit any of the fields under Contact Information section.
 - Edit or deactivate the contact address
 - Click **Save**
-

If I have an NYC Business Express account, do I still need to register an account to submit online requests?

Yes. Your NYC Business Express account is separate from the account needed to submit online requests via [FDNY Business](#). Once you register an account with the City of New York, you will be able to access FDNY Business along with other online services for businesses and consumers.

Applications Filed Prior to launch of FDNY Business

Can I still submit printed plan review requests?

No. As of 10/15/2019, the following applications must be submitted electronically:

- Comprehensive Fire Safety and Emergency Action Plan
- Fire Protection Plan
- Fire Safety and Evacuation Plan
- High-Rise Residential (Non-Sequential Floor Numbering) BIC

How will applications submitted prior to 10/15/2019 be handled?

Applications submitted prior to 10/15/2019 will be reviewed under the former manual process until FDNY issues an acceptance, or until the application is abandoned. Limited information regarding the status of applications will be available on FDNY Business for users who link their legacy FPIMS number to their account. Refer to the FDNY Business [User Guide](#) for detailed instructions on this process.

All subsequent applications for amendments and all new applications for the Comprehensive Fire Safety and Emergency Action Plan, Fire Protection Plan, Fire Safety and Evacuation Plan and High-Rise Residential (Non-Sequential Floor Numbering) BIC plan **must be filed electronically**.

How can my legacy information be added to FDNY Business?

Information created prior to the launch of FDNY Business (legacy records) can be added to your online application by selecting [Using Account ID \(FPIMS#\)](#) under **Link to Record**. To look up legacy data you must enter your FPIMS Account Number and the premises' zip code. It is highly recommended to link applicable legacy records to your application.

Data Fields and Records Questions

How do I know which fields are required?

- Required fields are marked with a red asterisk *.
 - Error messages displayed in red at the top of the screen to alert the user to enter required fields that were missed.
 - Error messages may appear in red above the field containing the error.
 - These must be corrected to proceed.
-

How do I know which fields are not applicable?

- On each screen, certain fields or questions will become unavailable, or “grayed out” based on your answers to previous questions.
- Be sure to read any instructions provided on each page/section.

Note: An error message may appear in red if a table and/or field is filled in which is not applicable based on your previous answer

How do I get help on a field?

- On each screen, Help text is represented by an icon “?”. If help text is available for the field, hover over the “?” for assistance.
-

What is a record number?

A record number is assigned by the system when the record/request/application is submitted and is used to track submitted data on the system. The format varies slightly for different types of records: Plan (PLAN), Inspection (INSP), Variance (VRNC), Violation Order (VIOR), and Criminal Court Summons (CRCT).

- You can search for a known record (application/request) by using the record number.
-

Which record tracking number indicates a Temporary record?

- Temporary records are created when the Save and resume later: button is clicked on an application entry screen. The records display TMP in the record number (for example: 18TMP-000555) and are not considered as submitted applications.
-

Which record tracking number indicates an Application Plan record?

- Application records are created when an application is submitted. These records display PLAN as the last letters of the record number (for example: 2018-EPPGFS-001555-PLAN).
-

Working with Applications on FDNY Business

How can I search for my Application/Record?

- On the Welcome screen, click on Advanced Search, then **Search Record/Applications**, and then click on **Services or Search Applications/Requests** below “What would you like to do today?”
 - Enter your record number. You can use the % percent symbol as a wild card if unsure of the beginning or end of your number. (Example: Searching for 18TMP% in the Record Number field presents all records that start with 18TMP. Searching for %05 in the Record Number field presents all records that end with 05.)
 - Enter your start and end dates for the time period when your application was submitted. (If you are unsure of the Start Date, leave it blank.)
 - Click the **Search** button. The Search Results are displayed below the **Search** button.
-

How can I view my Application/Record details?

- On the Welcome screen, click the **My Records** link.
- **My Records** page displays your application plans, inspections, amendments, PIN Request records, PDF intake requests, and withdrawals. Click the Record Number link of the desired record to display details.

- Scroll down to the Record Details section and click the **Arrow** to the left of **More Details** to display details for that record.
 - To expand the details further, click a **Plus sign** icon, if available.
 - To collapse the category, click a **Minus sign** icon.
-

How can I view my Application/Record attachments?

- On the welcome screen, click the **My Records** link.
 - **My Records** page displays your application plans, inspections, amendments, withdrawals and summons records. Click the Record Number link of the desired record to display details.
 - Click the **Arrow** to the right of **Record Info** to open the menu
 - Click **Supporting Documents**
 - Scroll down and under the Supporting Documents section to see the list of all documents attached to your record.
-

How can I save my application and return to it later?

Click the **Save and resume later** button. A temporary number is assigned to the application, which can be identified by the letters “**TMP**” in the record number (a temporary record). Record this number is for future reference. When you return to the system, search for this **TMP** number and select it to continue entering your application.

What is a Temporary Record?

If you start an application online but are not ready to submit it, click **Save and Resume Later** prior to exiting the application to save your draft as a temporary record. Your temporary record will be stored in your account under **My Drafts** (contains only drafts) and is also visible under **My Records**. Temporary Records can be identified by the letters “**TMP**” in the Record Number.

If you use **PDF Intake to upload the** Comprehensive Fire Safety Emergency Action Plan and/or the Fire Safety and Evacuation Plan, a new record will be created under **My Records**. **PDF Intake*** records can be identified by the letters “**REC**” in the file name. You can review the uploaded data to complete your application, and can click **Save and Resume Later** prior to exiting the application to save your draft as a temporary record.

*PDF Intake is an option available under **Service Catalogue**. When filing the Comprehensive Fire Safety and Emergency Action Plan or the Fire Safety and Evacuation Plan applications on FDNY Business, you can complete the PDF Intake Forms, and then upload them using the PDF Intake process to pre-populate your information. For more information refer to the “Submit Applications” section of the FDNY Business [User Guide](#).

Important:

- Applications which are In-progress and which have been saved in draft will remain in your account until submitted.
- Applications created using PDF intake will remain in your account for 30 days unless edited and saved as a Temporary Record
- Every application that you initiate online will appear in your account. To avoid confusion, do not start multiple applications for a single request. If you are having technical difficulties, call 311 (212-NEW-YORK outside NYC) and ask for FDNY Business Support. Assistance is available from 9 a.m. to 4 p.m. Monday through Friday (except Holidays).

How do I enter Contact Information?

Your contact information can be entered in Account Management and selected for insertion into your application. Enter the Contact Information and Address (Mailing/Billing) and save it using the **Save** button at the bottom of the screen to add it to the Account Management.

The type of contact provided depend on whether you are applying as an Individual, Organization or City Agency.

All other contacts associated with the application must be listed in the Contacts section.

What Contact Information is needed when applying as a Business?

Select "Organization" as your Type of Contact and complete the required fields:

- Name of Business
 - EIN #
-

What Contact Information is needed when applying as an Individual?

Select "Individual" as your Type of Contact and complete the contact-specific required fields:

- First Name
 - Last Name
-

What Contact Information is needed when applying as City Agency?

Select "City Agency" as your Type of Contact and complete the contact specific required field:

- Name of Business
 - Agency code
-

What file types and sizes can be uploaded?

- .PDF; .DWS; .DWG; .DGN; .STL; .WAVE; .WAV; .AIF; .MP3; .MID; .MPG; .MOV; .WMV; .RM; .TIFF; .JPEG; .GIF; .PNG;
- .PSD files can also be uploaded.
- Other file types selected for upload that are not allowed by the system will not be uploaded.

The maximum file size allowed is 25 MB. If a file is larger than 25 MB, it must be split into two or more files to complete the upload.

Additionally floor plans must be uploaded with each floor as an individual file (e.g. Flr_1.pdf, Flr_2.pdf, etc.)

To break up a file which is larger than 25MB, use the naming convention filename_1, filename_2, filename_3 etc., substituting "filename" for the actual name of your file. Follow these steps to upload multiple files:

1. Go to the **Supporting Documents** page
2. Click "Add" under the "Attachment" section. The system will open a separate window
3. Click "Add" to add multiple files in the window
4. Select files from your local machine and click "Open"
5. For each file, you must select the "Type" and click "Continue". Example: if you are uploading multiple Floor plans, select "Type" as "Floor Plans" for each floor plan file

6. Click “Upload”

Do I need to submit hard copies of supporting documents?

All required supporting documents for the applications submitted via FDNY Business after October 15th, 2019 should be uploaded online in the **Supporting Documents** page. No hard copies of the supporting documents are required for the online plan submission.

All supporting documents required to be submitted with the plan revisions for the plans submitted prior to October 2nd will be continue to follow the current process.

Can I check the status of my Application/Record?

The **My Records** page displays your applications and temporary records. The **Status** column shows the current status assigned to each record.

Accessing Other Records in FDNY Business

How can I access records in FDNY Business which do not appear under my account?

In addition to records which you have created under your account, you can access records for which you have been provided a PIN number by the Building Owner.

What is a PIN?

A PIN is a Personal Identification Number that allows you to link an FDNY Business record with your registered account.

Note: PINs are system-generated. You cannot change your PIN.

Each PIN is unique to a specific record. You cannot use the same PIN to access multiple records. You will need a PIN if the applicant /building owner have changed since the last accepted plan. Once you link a record using your PIN, the prior user will no long have access. The PIN number expires after it is used and cannot be reused.

How can I obtain a PIN?

Any FDNY Business user can request a PIN, but only an authorized Building Owner will receive the PIN message. The Building Owner is responsible for forwarding the PIN message to their designee(s). If you are a Building Owner and require a PIN (for a Filing Representative or for yourself), use the steps below.

To request a PIN:

1. Log in to FDNY Business
2. Click **Request a Pin** on the bottom of the page under **Link to Record**
3. Enter the “Record Number” you would like to receive a PIN for (You can find this record number from the last correspondence you have received from FDNY in your inbox)
4. Click to **Submit** the request
5. FDNY will review your request, and upon approval, will send a PIN Letter via email to the Building Owner. If you are not the Building Owner, the Building Owner must forward the PIN message to you in order for you to access the record.

Note: The **Request a PIN** option is available only for records created on FDNY Business. If you request a PIN for a record that was not created in the new system, you will receive a message advising you to use the **Using Account ID (FPIMS#)** to link your record.

What is a legacy record?

A legacy record is an FDNY record created prior to the launch of FDNY Business. Your legacy record should be linked to your account prior to filing amendments for the following application types:

Emergency Planning and Preparedness

- Comprehensive Fire Safety and Emergency Action Plan Amendment
- Fire Protection Plan Amendment
- Fire Safety and Evacuation Plan Amendment
- High-Rise Residential (Non-Sequential Floors) BIC Amendment

To access legacy Emergency Planning and Preparedness records, select the **Using Account ID (FPIMS#)** link to add the legacy record(s) to your account.

Note: Legacy records are not applicable to new Applications.

How do I link my account to my FDNY legacy records?

Follow these steps to link your account to your FDNY legacy records:

1. Login to FDNY Business
2. Click on **Using Account ID (FPIMS#)** on the bottom of the page
3. Click “Add a Row” to link your FPIMS#
4. To add multiple rows, click the “down arrow” button next to “Add a Row”.
5. Enter the Account ID / FPIMS number. Note: This Number is indicated on your TM-1 form and on FDNY correspondence regarding the account
6. Enter “Premises Zip Code” (this is the Zip Code of the Primary Building Address)
7. Click to **Submit**
8. If a legacy record is found, you will now see the FPIMS record added on your **My Records** page.

Note: If you received a Letter of Deficiency for an application filed prior to 10/15/2019, you will need to submit updated plan documents using the manual process. You can monitor the status of these applications online. Once accepted (or abandoned), all subsequent applications will need to be filed online.

Why did I receive a PIN letter?

An FDNY Business user requested a PIN in order to access a record. Only Building Owners will receive the PIN letter. The PIN number contained in this letter is needed to access an existing Application on FDNY Business. Building Owners can forward this PIN letter to the applicant to grant access to the record associated with that PIN number.

Note: The PIN can only be used once.

I have an Application/Record outstanding in FDNY Business. How can I access my Application/Record on the new system?

For a legacy record (submitted manually to FDNY prior to 10/15/2019), the record can be linked to FDNY Business with the **Using Account ID (FPIMS#)** option. Select **Using a PIN** to access a record created online in FDNY Business.

How do I use the PIN I received to link to my existing Application/Record?

You will need to use the PIN contained in the email that was sent to you.

Follow the steps contained in your PIN Letter, which are:

1. Open your PIN letter email (this is the PIN letter sent to the Business Owner when **Request a PIN** is approved) 2.
Log in to FDNY Business
3. Click on **Using a PIN** on the bottom of the page
4. Enter "Record Number" and "PIN Number" in the PIN Letter
5. Click to **Submit**
6. The record will now appear in your **My Records** page.

Note: **Using a PIN** is only applicable for the records created online in FDNY Business. Select **Using Account ID (FPIMS#)** to add legacy records to your account for applications submitted prior to 10/15/2019.

I lost my PIN letter.

You will need to request a PIN again. See “**How can I obtain a PIN**” in the [User Guide](#) and follow the instructions to request your PIN.

What is the difference between using a PIN and using an FPIMS Account?

A PIN number is needed to view records created directly on the new FDNY Business system. PIN numbers can be requested by any user, however PIN numbers will be sent only to the Building Owner, who must forward the PIN to the appropriate designee(s) to grant access. Upon receipt of a PIN, designees can use their NYC.ID to log into FDNY Business, and use the PIN to link the record to their account.

An FPIMS account number and premises zip code can be used to link legacy records to your account. Legacy records are records created prior to the launch of FDNY Business.

Granting Access to Your Records to Others

How can I provide access to my applications to a designated user such as a Licensed Professional or Filing Representative?

To grant another user access to your record/application, you must be the authorized/listed account owner (Building Owner).

The Building Owner can share the PIN Letter they receive using **Request a PIN** with their designee, typically a Licensed Professional or Filing Representative (the Applicant). Only one user can be granted access at a time. Once they receive the PIN, the Applicant can log in to FDNY Business, and select the **Using a PIN** option to link the record to their profile. For instructions on how to use your PIN, see “How do I use the PIN I received to link to my existing Application/Record”.

Note: **Using a PIN** is only applicable for the records created online in FDNY Business. Select **Using Account ID (FPIMS#)** to link legacy records submitted prior to 10/15/2019 to your account.

What online services are available *with* a PIN?

Building Owners or Applicants need a PIN to:

- Change address
- Change name
- Follow the status of applications
- Submit additional documents as part of your application
- Submit an Amendment

After you have linked a record to your account, click the **Home** tab and select “My Records” to view the recently added record.

Note: This option is available to you only if you started the application process on FDNY Business

As a Building Owner can I see the applications submitted for all the buildings I manage?

Yes, you will have read only access and will be able to see all the applications under **My Records** tab in FDNY Business if you are listed as a Building owner contact in all the applications submitted for your buildings.

Submitting Applications

Can I submit multiple applications at once?

No. You can submit only one application at a time. You will need to complete all required information for each application that you submit.

What options are there to complete the Comprehensive Fire Safety and Emergency Action Plan (FSEAP) and the Fire Safety and Evacuation Plans (FSP) online?

In addition to keying information when filing an application on FDNY Business, you can complete the PDF Intake Forms, and then upload them using the PDF Intake process to pre-populate your information, streamlining the completion your online application. The PDF intake forms resemble the former manual forms, however PDF Intake forms have been updated with logic to map information entered into the appropriate online fields for you.

PDF intake can be used only for new applications, and for the first amendment filed on the new FDNY Business system, after which all edits must be made online.

Consult the [User Guide](#) for instructions on how to use the PDF Intake Process to streamline online filing of the Comprehensive Fire Safety and Emergency Action Plan and the Fire Safety and Evacuation Plan.

Can I use PDF Intake to submit Fire Protection Plans and High Rise Residential (Non-Sequential Floor Numbering) BIC?

No. At this time, PDF Intake is only available for the Comprehensive Fire Safety Emergency Action Plan and the Fire Safety and Evacuation Plan.

Why am I getting an error with PDF Intake that the form cannot be read?

In order to use **PDF Intake**, you must use version V.090619-2 of the forms. You can view the version number at the bottom of each form to confirm you are using the correct form. Click [Comprehensive Fire Safety and Emergency Action Plan](#) or [Fire Safety and Evacuation Plan](#), to download the new PDF Intake forms.

Where can I find instructions on how to use PDF Intake?

Download instructions for PDF Intake using the “Download Instructions” link after selecting **PDF Intake** on FDNY Business.

If I want to follow the status of an application online, what information will be available?

You can select **Search Applications/Requests** under **Home** and enter your record number to view the status or you can locate your record under the “My Records” page. Below are some of the available statuses:

Status	Description
Payment Pending	Application payment is pending; you need to pay on CityPay
Additional Info Requested	FDNY requires additional information for your application
Application In Progress	Your application is under review with FDNY
Withdrawn	Withdrawal request submitted by applicant
Letter of Deficiency / Amended Letter of Deficiency / Letter of Disapproval / Amended Letter of Disapproval	FDNY has issued a deficiency or disapproval for your application
Letter of Acceptance / Amended Letter of Acceptance / Letter of No Objection / Amended Letter of No Objection	FDNY has accepted your application
Abandoned	Your application has not been responded to for 180 days from the date of information request or issuance of a deficiency. You will need to refile your application and pay the new fee if your application has been abandoned
Letter of Acceptance - OLD / Amended Letter of Acceptance - OLD / Letter of No Objection - OLD / Amended Letter of No Objection – OLD	Status assigned to the previous application record (last accepted plan) once a new amended plan is approved
Special Conditional Acceptance	FDNY has issued Special Conditional Acceptance (e.g. a building is under construction or the building needs temporary approval to obtain a TCO (Temporary Certificate of Occupancy) from the Department of Buildings.

Supporting Documents and Output Documents

What is the difference between supporting documents and system generated output documents?

Supporting documents are documents specific to the application type, such as Floor Plan, Riser Diagram, Site Plan, etc. which must be uploaded as part of the application submission.

Supporting documents to be uploaded (mandatory/optional) are listed in the **Supporting Documents** page for each application and category. As an applicant, you will enter all data into the web form. After submission, the system will generate all necessary output documents.

System-generated output documents, called “Output Documents” do not contain the “DRAFT” watermark and can be downloaded and provided to Building Owners once the Plan (or Amendment) has been issued a Letter of Acceptance / Amended Letter of Acceptance.

System-generated Output documents are the PDF forms (current format) such as Appendix D, Table 1, etc. generated by the system on Application submission and/or when any revisions to the application are submitted. To access the System-generated Output documents, open the Record ID Link for your application, select “Supporting Documents” under the “Record Info” dropdown menu and navigate to the bottom of the screen to view and/or print the system-generated Output documents. See the latest version of the [FDNY Business User Guide](#) for complete instructions.

How can I access/print the system generated output documents?

Output documents are generated by the system after your application is submitted and or when any revisions to an application are submitted. All output documents except for the final version which are generated after acceptance contains a DRAFT watermark.

- On the welcome screen, click the **My Records** link.
- **My Records** page displays your application plans. Click the Record Number link of the desired record to display details.
- Click the **Arrow** to the right of **Record Info** to open the menu
- Click **Supporting Documents**

- Scroll down and under the Supporting Documents section to see the list of all documents (supporting, output documents, and correspondences) attached to your record
- Click on the file name and save/download the file to be printed

Submitting Amendments

What is an Amendment?

An Amendment a revision to a previously accepted/approved plan application, either as necessitated by changes in staff assignments, use or occupancy, or the design and arrangement of the premises, but at least annually.” See section 401.3.5 of Fire Code. Fire Safety and Emergency Action Plans (FSEAP) and Fire Safety and Evacuation Plans (FSP) that are available online can be used for:

- Change of Premises Address (for the same Building)
- Change of Applicant (Filing Representative/Licensed Professional/Other)
- Change of Building/Business Owner
- Change of Plans
- Change of information/documents which were submitted as part of the last accepted plan *

* It is **highly recommended** to **link the appropriate legacy record** to your account prior to filing an amendment. Refer “Accessing Other Records” in the FDNY Business [User Guide](#) to see how to link the legacy record to FDNY Business.

When should I file an Amendment vs. filing a Plan?

Any premises address previously issued a Letter of Acceptance must maintain the plan by filing amendments when required, for example, if there is a change in applicant/consultant. Plans are only considered 'new' when filing for the first time.

When filing a plan for a premises which has been issued a Letter of Acceptance, you will receive the following message:

“WARNING: Our records indicate that a previous [plan type] was Accepted for this premises. It is recommended that you submit a [plan type Amendment] for this premises. All required fees must be paid with this submission.”

Plans should be filed only for new premises where not previous plan of that type has been filed.

Do I have to upload all supporting documents again for legacy application Amendment?

All supporting documents listed under **List of Supporting Documents to be uploaded** (mandatory/optional) must be uploaded again during online Amendment submission for a legacy application via FDNY Business.

Payments

How do I make the payment?

You can make payments online using CityPay. To make a payment online:

1. Access your “Payment Instructions” document using either methods listed below:
 - You can click the “Payment Instruction” button on your receipt in FDNY Business. Your receipt is displayed after submitting your application.
 - If you do not choose to make payment at the time of submission, you can open the attached “Payment Instruction” you received with your e-mail confirmation.
2. To make your payment, copy the “Account Number” from the “Payment Instruction” document
3. Go to NYC [CityPay](#) website (the link is also in your “Payment Instruction” document)
4. Paste or enter the “Account Number” and click Search
5. On the next page, click “Add to Cart”
6. Click the button **PROCEED TO CHECKOUT**

7. Choose an option to pay by “eCheck” or “Credit Card”
8. Enter information and click **Continue**
9. After entering payment information, click **Pay Now** 10. Click **Print** if you want to print a copy of the payment confirmation.

You can also make payments via **US Mail (check must contain FDNY Business Record ID)**

NYC Fire Department (FDNY)

Bureau of Fire Prevention Emergency Planning and Preparedness Group

9 MetroTech Center, Room 3S-11B

Brooklyn, NY 11201

Is there a fee to pay by credit card?

A convenience fee will be applied to all credit card payments including online payments.

How do I know if my payment has been processed?

Once your payment is processed (typically 1-2 business days), your application status will be changed from “Payment Pending” to “Application in Progress”

How will I know if my fee-exempt claim is approved / rejected?

You will be notified via email. Also you can check your application status on [FDNY Business](#) under “My Records”.

Payment or Technical Issues

I received an error message. What should I do?

If you are unable to resolve an error message or need further assistance, call 311 (212-NEW-YORK outside NYC) and ask for “FDNY Business Support.” Help is available from 9 a.m. to 4 p.m. Monday through Friday excluding Holidays.
